

ROBERT SMITH

Director of Technical Support

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

A leadership Director of Technical Support position where a need for a strategic, highly effective and driven individual to meet the growing needs of an organization.

CORE COMPETENCIES

Technical Skills, MS Office

PROFESSIONAL EXPERIENCE

Director of Technical Support

ABC Corporation - June 1997 – August 2015

Key Deliverables:

- Saved the company \$700k a year in PRI expenses with SIP deployment.
- Coordinated with systems partners to finalize designs and confirm requirements.
- Guided RFP process for vendor selection and managed the integration to significantly reduce system costs.
- Performed project management duties leading the successful benefits administration implementation for approximately 20 new corporate and government clients.
- Created a project management implementation policy and procedure manual.
- Led system development projects
- Supported the development and implementation of Unified Workforce at IACH Fort Knox.

Director of Technical Support

Delta Corporation - 1995 – 1997

Key Deliverables:

- Technical support hardware subsystem and software interfaces Assisted developers in porting existing software applications to the graphics subsystem .
- Graphics animation, solid modeling/ray-tracing, 2D graphics animation and CAD).
- Evaluated and recommended hardware and software for College Mainframe systems Established procedures for disaster recovery of critical systems.
- Lead a global technical support team for 7000+ business center kiosks and connectivity stations, while optimizing the processes and procedures to .
- Manage and lead team of 25 help desk tier 1 and tier 2 technicians, supervisors and managers Establish key performance metrics relevant to both staff .
- Responsible for entire technical support department consisting of 100 technicians, policy and procedure, training, hiring, scheduling, developing .
- Managed helpdesk, field service, technical information center and return materials group Fifteen direct reports, six contract service engineers and .

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- High School Diploma